CHAMP

MOVE MANAGEMENT SERVICES

WHY??

- > Down-sizing of the Government
- > Administrative help when needed
- > Flexibility

> What our customers wanted

CHAMP Move Managers

- > Approved CHAMP carriers
- > Adherence to the Household Goods Tender of Service
- > Rate offers filed in accordance with the CHAMP RFO
- > TMSS

SERVICES

- > Employee counseling
- > Carrier management
- > Claim preparation, filing, and settlement
- > Preparation of bills of lading
- > Data communications
- > Management reports

Employee Counseling

- > Federal Travel Regulations
- > Weight Allowances
- > Unauthorized items
- > Levels of service coverage, options, and cost
- > Employee rights and responsibilities
- > Third party servicing
- > Services that will be authorized and charged back to the employee

Data Communications

- > Electronic transmission of task orders
- > Customer access to database and electronic message transmission
- > Database updates on a 24 hour basis

Management Reports

- > Shipment summary
- > Claims summary
- > Counseling summary
- > On-time services
- > Billing accuracy
- > Special or one-time reports

MEMORANDUM OF UNDERSTANDING

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- > Scope of service
- > Service initiation
- > Bill of lading preparation
- > Carrier distribution criteria
- > Authorizations
- > Management reports
- > Special services
- > GSA Form 3080 processing
- > Additional specifications

CHAMP Move Management

- > Streamline your transportation program
- > Multiple providers
- > Flexibility to use full or part time
- > CHAMP quality carriers
- > Quality control
- > Adherence to the GSA Household Goods Tender of Service

Brian Kellhofer Traffic Management Specialist 1500 East Bannister Road Bld. 6 Kansas City, MO 64131

816-823-3646 brian.kellhofer@gsa.gov

U.S. Department of Veterans Affairs HHG Move Management Services

Bill Bardwell, Traffic Manager (0492T) Office of Acquisition & Materiel Mgmt VA Central Office 810 Vermont Avenue, NW Washington, DC 20420

(202) 273-9595 bill.bardwell@va.gov Transportation & Relocation Services Div.

Move Management Services Full Service Alternatives

- Agency In-House MMS
- 3rd Party MMS Company
 - Independent of any Carrier
 - Carrier Owned Acts Independently
- Carrier based MMS Natural
- Combination In-House & 3rd Party

Move Management Services Relative Costs

Most Costly ~ Moderately Costly ~ Least Costly

- Agency In-House MMS _____
- 3rd Party MMS Company
 - Independent
 - Carrier Owned
- Carrier MMS
- Agency In-House & 3rd Party _____

Move Management Services Relative Costs

Agency In-House MMS

Most Costly

• 3rd Party MMS Company

Independent

Moderately Costly

Carrier Owned

Moderately Costly

Carrier MMS

Least Costly

Agency In-House & 3rd Party

Moderately Costly

Move Management Services *Management Goals*

- Good HHG Moves Transferees Pleased
- Moderate to Low Program Costs
- Effective Program Oversight & Management & Operations
- Appropriate & Meaningful Reports
- Achieve Agency's Socio-Economic Goals
- Effective Move Manager
- Continual Process Improvements

Move Management Services Program Evaluations

by:

Transferees:

Carriers

Move Manager

Move Manager:

Carriers

Self-assessment

Agency Program Manager:

Carriers

Move Manager

Program Performance

Program Metrics

Move Management Services Types of Evaluations - 1

Transferee:

GSA Form 3080

Calls to Counselors & Program Office

Move Manager:

GSA Form 3080

Carrier Claims Performance

Carrier Business Functions

Invoice Audits

Carrier Self-Haul Frequency

Effectiveness of Process Coordination

Move Management Services Types of Evaluations - 2

Agency Program Manager: GSA Form 3080 Review with Transferee; Claims Performance; **Business Functions**; Carrier Self-Haul Frequency; Favored Category Carrier Usage; Site Visits to Move Manager; Move Manager's Performance Score; Carrier Meetings; Site Visits at Pickup & Delivery; Carrier Warehouse Site Visits; Discussions with MM's Competitors

Move Management Services Types of Evaluations - 3

Agency Management Hierarchy : Socio-Economic Goals Transferee Satisfaction Ratings **Program Costs** Move Manager's Performance Standards Establishment Goal Setting

Move Management Services MM's Performance Measurement

Agency Management Hierarchy:
 Move Manager's Performance Spreadsheet

Socio-Economic Expenditures Review 10/01/2004 through 09/30/2005

Expenditures by Business Size			
Business Size	Estimated		
Large Business	\$7,541,882	77.7%	
Small Business	\$2,160,881	22.3%	
Total	\$9,702,762	100.0%	

Expenditures by Socio-Economic Category			
Business Size	Estimated		
Open	\$3,165,444	32.6%	
Native Am	\$58,482	0.6%	
Veteran	\$5,269,023	54.3%	
Woman	\$1,005,866	10.4%	
Total	\$9,702,762	100.0%	

Move Management Services Socio-Economic Goal Measurement

Agency Management Hierarchy:
 Socio-Economic Goals Spreadsheet
 Reports - Summaries\GSA AMSA VA Socio-Economic Performance
 Revenue 09-23-05.xls

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